# EMERGENCY MEDICAL SERVICES BUREAU PATIENT CARE REPORT (PCR) INSTRUCTIONS

### Authority:

Idaho Code § 56-1016

Rules Governing Emergency Medical Services: IDAPA16.02.03.300

This Patient Care Report Instruction Manual applies to completion of Patient Care Report Forms by providers of Emergency Medical Care following response to a call by transport and non-transport agencies. Agencies and providers should refer to this instruction manual for completion of bubble forms and electronic submission forms.



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### **Idaho EMS Patient Care Report**

### General Instructions

The Idaho Emergency Medical Services Patient Care Report (PCR) forms were developed to assist agencies with required data submission by fulfilling several needs. There are two styles of forms available, a one-page form and a multi-page form. The instructions in this document can be applied to both styles of PCR forms. The multi-page form has additional carbon copies that can be left at the hospital or used for billing purposes.

If you have any questions about completion of your form, contact your Regional Consultant

East Office 208-525-7047 North Office 208-769-1585 North Central Office 208-799-4390 Southwest Office 208-334-4633 South Central Office 208-736-2162

or PCR Technical Record Specialist at the EMS Bureau (208-334-4000)

### When completing a PCR form:

Use a dark pen, pencil, or fine point marker.

- 1. Do not use **RED PEN, RED PENCIL, or RED MARKER**. The scanner does not read red ink.
- 2. Use **ONE PCR** form for each patient. Report only that patient's injuries.
- 3. Zeros cannot be left out of times or codes. Leaving the bubble blank will result in computer rejection.
- 4. If a section does not apply, leave it blank. (See page 6 Cancelled Calls)
- 5. Send the **ORIGINAL** form to:

Idaho Emergency Medical Services Bureau 590 W. Washington Boise, Idaho 83702

- 6. If food, drink, dirt, or other substances get on the PCR form, please transfer the information to a new form.
- 7. **DO NOT STAPLE, FOLD, or TEAR the PCR** or it will not scan properly and will be returned.

8. Fill in the bubbles completely. "Doughnuts", circles, X's or dashes are not accurately scanned and should not be used.



### **Code Numbers**

The following fields require code numbers:

- County required code
- Hospital used by agency transporting patient
- Law Enforcement used when law enforcement is on scene

You can find code numbers that are to be used on the PCR form in the following locations:

- One page PCR form the back of the form
- Multi-page PCR form on the white and green page in the middle of the form

### DOUBLE-CHECKING YOUR FORM

### Fields Requiring Completion

### REQUIRED FIELDS WHEN PATIENT CONTACT HAS OCCURRED

FIELD NAME	Pg #	
☐ AGENCY NUMBER/UNIT NUMBER	9	
DATE	9	
☐ TIMES		
DISPATCH	10	
ENROUTE ·	10	
ARRIVE SCENE	10	
PT CONTACT	10	
DEPART SCENE  Completed by Transport Agencies  only	10	
ARRIVE DESTINATION  Completed by Transport Agencies  only if patient is transported	10	
RETURN SERVICE	10	
☐ TYPE OF CALL	11	
☐ LOCATION OF CALL	11	
$\square$ COUNTY	11	
☐ OBSERVED/REPORTED CONDITION	11	
GENDER	11	
☐ AGE	12	
☐ TREATMENT	12	
☐ RESPONSE OUTCOME	13	
<ul> <li>DESTINATION DETERMINATION</li> <li>Completed by Transport Agency if transport occurs</li> </ul>	13	
<ul><li>RECEIVING FACILITY</li><li>Completed by Transport Agency if transport occurs</li></ul>	13	
☐ CREW CERTIFICATION	14	
DATE OF BIRTH	14	

### REQUIRED FIELDS IF YOU ARE CANCELLED PRIOR TO ARRIVAL

FIELD NAME	Pg. #
☐ AGENCY NUMBER/UNIT NUMBER	9
☐ DATE	9
☐ DISPATCH TIME	10
<ul><li>ENROUTE TIME</li><li>Can be omitted if you were cancelled prior to leaving quarters</li></ul>	10
☐ RETURN SERVICE	10
$\square$ TYPE OF CALL	- 11
☐ LOCATION OF CALL	11
$\square$ COUNTY	11
GENDER	11
☐ RESPONSE OUTCOME	13
☐ CREW CERTIFICATION	14

# REQUIRED FIELDS IF PATIENT REFUSES TREATMENT (NO ASSESSMENT/NO TREATMENT)

FIELD NAME	Pg. #
☐ AGENCY NUMBER/UNIT NUMBER	9
$\square$ date	9
☐ DISPATCH TIME	10
☐ ENROUTE TIME	10
☐ ARRIVE SCENE	10
☐ PT CONTACT	10
☐ RETURN SERVICE	10
$\square$ TYPE OF CALL	11
$\square$ LOCATION OF CALL	11
☐ COUNTY	11
GENDER	11
$\square$ AGE	12
☐ RESPONSE OUTCOME	13
☐ CREW CERTIFICATION	14
☐ DATE OF BIRTH	14
REQUIRED FIELDS WHEN ON STANDBY	
FIELD NAME	Pg. #
☐ AGENCY NUMBER/UNIT NUMBER	9
☐ DATE	9
☐ DISPATCH TIME	10
☐ ENROUTE TIME	10
☐ ARRIVE SCENE	10
☐ RETURN SERVICE	10
$\square$ TYPE OF CALL	11
☐ LOCATION OF CALL	11
$\square$ COUNTY	11
$\square$ RESPONSE OUTCOME	13
☐ CREW CERTIFICATION	14

### What does my agency do with the PCR after it is completed?

- The forms must be submitted on a quarterly basis.
- Monthly submission of forms is recommended.
- Idaho Emergency Medical Services quarters are based on the calendar year and the following months make up each quarter: January-March, April-June, July-September, and October-December.
- Agencies with larger call volumes are encouraged to submit more frequently.
- If any of your scanned or electronic data is rejected, a report listing the errors (Exception Report) will be returned with your rejected PCRs.
- Please correct the data returned to you and resubmit them for rescanning.

### **IDAHO PATIENT CARE REPORT FORMS**

### **FIELD DEFINITIONS**

Agency # (Required Field)

The state-assigned provider number of the responding agency.



Unit # (Required Field)

The unique physical vehicle number of the responding unit.

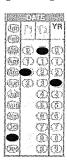
If your agency uses a three digit numbering system, use the last two digits of the unit ID. If an agency has only 1 vehicle with a single digit identifier, use 0 in front of that identifier.

Example: 451 would be:



Date of Incident (Required Field)

The date the phone rings (911) call to public safety answering point or other designated entity requesting EMS services.



### RESPONSE TIMES ARE TO BE FILLED IN USING MILITARY TIME

Midnight (12:00) a.m. is coded 2400 (12:01) a.m. is coded 0001

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Dispatch Time (Required Field)	The time the responding unit was notified by dispatch.
Enroute Time (Required Field)	The time the unit responded: that is, the time the vehicle started moving.
Arrive Scene (Required if patient contact)	Time that the EMS unit stopped physical motion at scene or staging site.
Patient Contact (Required if patient contact)	The Time the response personnel arrive at the patient's side.
Depart Scene (Required if patient contact and transport)	The time the responding unit left the scene (started moving).
Arrive Destination (Required if patient contact and transport)	The time the responding unit arrived with the patient at the destination or transfer point. (Transport Agency only)
Return to Service (Required Field)	The time the unit was back in service and available for response (finished with call, but not necessarily back in home location).
"Walk-In Times"	Dispatch, Enroute, Arrive Scene, and Pt. Contact Times will all be the same if you receive a walk-in patient at your agency or while on Standby at a public event.

# Type of Call (Required Field)

Indicates nature of call found upon arrival at scene.

### (Choose One) See detailed definitions on page 15



## Location of Call (Required Field)

The kind of location where the incident happened.

### (Choose one) See detailed definitions on page 17



## County (Required Field)

The county or parish where the patient was found or to which the unit responded (or best approximation).



## Observed/Reported Condition

Provider's clinical impression, mark all that are observed by EMS responder or reported by the patient.

### Mark all that apply



### Gender

The patient's gender.

### (Choose One)



### Age

The patient's age (either calculated from date of birth or best approximation). The "M" and "D" bubbles represent "Month" and "Day". If patient is 100 years or older, mark 99 for age and record actual age in narrative.



### **DNR Order**

Defines the status of a Comfort One DNR order.

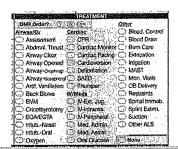
Located in the top left hand corner of the treatment box.



### **Treatment**

Indication of treatment or procedure performed on patient.

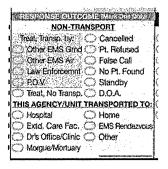
### Mark all that apply.



# Response Outcome (Required Field)

End result of EMS Response as it applies to each individual agency.

(Choose One) See detailed definitions on page 19



## Destination Determination

The reason the unit chose to deliver or transfer the patient to the destination.

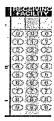
(Choose One) This code is for the transporting agency. See detailed definitions on page 20



### **Receiving Facility**

A three digit code for hospital or care facility that received the patient from EMS responder providing this record.

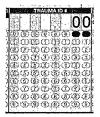
This code is for the transporting agency.



### Trauma ID#

The unique number associated with the local or state trauma registry which can be used for linkage at a later date.

**Detailed information on page 21** 



**Crew Certification** 

The State Certification/Licensure assigned to the crew member.

See detailed definitions on page 22



Law Enforcement Agency # The unique number associated with the law enforcement or crash report which can be used for linkage at a later date.

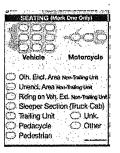
Required for vehicle related calls.



**Occupant Seating** 

The position of the patient in seat of the vehicle at the time of the crash.

Required for vehicle related calls, mark <u>only one</u>. Details on page 22



Patient Date of Birth

The patient's date of birth. Required when patient contact has taken place. It may be necessary to obtain DOB from other agencies on scene, i.e., law enforcement, other healthcare providers, or family members.

Use "999" in the last three columns of the DOB, only if the information is unobtainable from these sources.



### DETAILED FIELD DEFINITIONS

### TYPE OF CALL FIELD

#### Choose one



**MVC-Traffic** 

This includes any motor vehicle accident occurring on a public roadway or

highway.

**MVC-Non-Traffic** 

Any motor vehicle accident occurring off public roadways. Example: An accident involving an ATV in an off-road location would be a non-traffic accident. This includes snowmobiles and other off road vehicle(s). The

only exception is for motorcycles.

Motorcycle

Any motorcycle accident occurring on or off any paved road.

**Pedestrian** 

An accident in which the patient was a pedestrian struck by a motor vehicle of any type. Includes individuals on skates, in baby carriages, in

wheelchairs, on skateboards, etc.

**Bicycle** 

Includes any pedal cycle accident. Pedal cycle is defined to include bicycles, tricycles, and excludes any motorized cycles.

**Aircraft** 

Any accident that involves motorized or non-motorized aircraft. This includes spacecraft.

Alcohol/Drug

Includes alcohol or drug ingestions, overdoses, or accidental ingestions.

Bite/Sting

All animal bites, including spiders, snakes, and lizards. Stings include

scorpions, insects, marine life, or plants.

Drown/Near

Accidental drowning/near drowning, not related to watercraft use. Includes: swimming, accident, bathtubs, canals, rivers, lakes, etc.

**Electrical** 

Includes accidents related to electric current from exposed wire, faulty

appliance, high voltage cable, live rail, open socket, etc.

Fall

Any fall that occurred when the patient was at ground level or higher. This excludes falling from watercraft or machinery in operation.

Includes thermal injuries related to weather, man, or chemicals. Includes burning by fire, asphyxis, or poisoning from inhaling fire-related fumes, Fire/Burn and fires due to secondary explosions or lightening strikes.

Includes all machinery accidents except when machinery is not in Machinery operation. Excludes electrocution.

> Any call that is not trauma related. This includes interfacility transports, cardiac patients, labor/child birth, asthmatic calls, code blues, respiratory difficulties, etc.

Any incident involving a firearm, whether it is accidental or intentional.

Includes cuts, punctures, or stabs to any part of the body, whether it is

accidental or intentional.

Physical assualt inflicted by another individual. Other Assualt

Refers to reported sexual assualt/rape.

Includes accidental poisoning by solid or liquid substances, gases, or **Toxic Exposure** 

vapors.

Medical

Shooting

Stabbing

Sex Assualt

Watercraft

Other

Includes all accidents related to watercraft. Excludes drowning and submersion accidents unless they are watercraft related. Thus, if a person falls out of a boat and drowns, it should be coded within this

category.

Any trauma accident that is not listed in the above categories. Other Trauma

> Should not have to be used except in very rare circumstances. If you have questions, contact your Regional Consultant or PCR Technical

Record Specialist at the EMS Bureau.

### LOCATION OF CALL DEFINITIONS

### Choose one



Pt Residence The residence where the patient resides

Residence A residence in which a patient is located, but does not live there. Ex:

Grandma is visiting.

Hwy > 55 MPH

A highway where the posted sepped limit is equal to or greater than 55

MPH.

Oth. Paved Road

An established roadway that is paved where the posted speed limit is <

55 MPH.

**Unpaved Road** A pre-existing road that is unpaved.

Office/Business A public office or business where day-to-day work takes place. This

excludes stores, malls, clinics and hospitals.

**Store/Mall** Any facility where purchasing of stock on hand takes place.

**Bar/Restaurant** A public eating place that serves alcoholic beverages and or food.

**Hotel/Motel** An establishment that provides lodging.

Farm/Ranch Includes out buildings and land under cultivation. Excludes primary

residence on the farm.

Includes building under construction, dockyard, dry dock, factory

building or premises, garage (place of work), warehouse, and workhouse.

Mine Quarry Includes gravel pit, sand pit, or tunnel under construction.

**Religious Facility** A building of worship.

Education Facil.

Includes state, public and private schools. This includes sports fields and

recreational playgrounds within the facility.

Hospital An institution where the sick or injured are given medical or surgical

care.

Clinical/Dr.'s A facility for diagnosis and treatment of outpatients. Office An institution devoted to providing medical, nursing, or custodial care for Extd. Care Fac. an individual over a prolonged period of time. Irrig. Canal An artificial waterway for draining or irrigating land. Lake/Reservoir A natural or man-made inland body of water. Excludes swimming pools. River A natural stream of water. **Swimming Pool** A man made pool suitable for swimming. A dense growth of trees and underbrush covering a large track of land. **Forest** 

Public Area

Includes any building used by the general public, including airport, cinema, bus or railway station, courthouse, jail, prison, police station, fire station, ambulance quarters, park, zoo, fairgrounds, horse track, etc.

Other should not be used unless the location does not fit into any of the other categories. If you have questions, contact your Regional

Consultant or PCR Technical Record Specialist at the EMS Bureau.

### RESPONSE OUTCOME

#### Choose one

Long and the second sec	icT9p4r/27TuSe9u289u <b>1</b> .
NON-TRANS	PORT
Treat, Transp. by:	Cancelled
Other EMS Gmd	Pt. Refused
Other EMS Air	False Call
Law Enforcement	No Pt. Found
(C) POX (C)	Standby (
Treat, No Transp.	D.O.A.
THIS AGENCY/UNIT TR	ANSPORTED TO:
(C) Hospital (C)	Home (
Extd. Care Fac.	EMS Rendezvous
Dr's Office/Clinic (	Other
Morgue/Moituary	

 Non-transporting agencies are limited to the non-transport agency codes in the upper portion of the Response Outcome Field.
 Transporting agencies may choose from all codes.

Other EMS Grnd

Your agency treated the patient, and then transferred care for ground transport.

Other EMS Air

Your agency treated the patient, and then transferred care for air transport.

**Law Enforcement** 

Your agency treated the patient, and then transferred to law enforcement for transport.

P.O.V.

Your agency treated the patient, but the patient was transported to a medical facility by private vehicle.

Treat, No Transp.

Your agency treated the patient, but the patient did not require or request transport.

Cancelled

EMS response was cancelled enroute or upon arrival at a scene. This means you had <u>NO</u> patient contact. Do not mark this if you assisted with any portion of patient care.

Pt. Refused

Patient refused treatment and transport. This code is not to be confused with Treat, No Transport, in which assessment and treatment was done but patient refused transport.

False Call

Mark this code for either a prank, malicious call, or one in which the party calling for help shows good intent. Ex: an accidental triggering of a life line alarm, or a backhoe operator who lies down for a nap, and you are dispatched to "a man down".

No Pt. Found

Your agency arrives on location and no patient can be found.

Standby

This code is used when your agency attends an event that could have possible injuries such as a structure fire, athletic event, or law enforcement standby. This code is not to be used if anyone is assessed, treated, or transported.

D.O.A.

The patient was determined to be dead on arrival, and no care was

initiated.

### ADDITIONAL TRANSPORT AGENCY CODES

Hospital

An institution where the sick or injured are given medical or surgical care.

Extd. Care Fac.

An institution devoted to providing medical, nursing, or custodial care for

an individual over a prolonged period of time.

Clinical/Dr.'s Office

A facility for diagnosis and treatment of outpatients.

Morgue/Mortuary

A unit within a hospital with facilities for the storage and autopsy of the dead. An establishment that houses the deceased until burial.

Home

The residence where the patient resides.

**EMS** 

Rendezvous

This code is used when you transport a patient to a designated location to meet with another EMS agency for further and/or combined care of the

patient.

Other

This code should seldom be used. This outcome is available if your call does not fit into any of the above categories. If you are in doubt, contact your Regional Consultant or PCR Technical Record Specialist at the EMS

Bureau.

### DESTINATION DETERMINATION FIELD DEFINITION

### Choose one



**Closest Facility** 

Facility chosen as closest appropriate facility for patient care.

Pt./Family Req.

Facility chosen by patient or a member of the patient's family.

Physician Req.

Facility chosen by physician.

**Managed Care** 

Facility chosen due to patient's participation in a managed care insurance

plan.

**Protocol** 

Facility specified by protocol. Do not mark if patient has already

asked to go to same facility.

**Speciality Center** 

Facility that is chosen due to a patient's specialized treatment. Ex: Burn

Center, Trauma Center, or Pediatric Center.

Diversion

Mark if your agency was diverted to a facility by the original facility.

Facility chosen for any reason other than those listed above by a certified EMT, base hospital, or other responsible party. This should seldom be

used. If you are in question of its use, contact your Regional

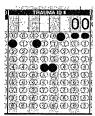
Other.

Consultant:or PCR technical record specialist at the EMS Bureau.

### TRAUMA ID#

Trauma ID#

The Trauma Identification Bands are fluorescent blue with pre-stamped white numbering. Affix ONE band to any trauma patient that meets state protocol. Record the six digit identification number in the Trauma ID # onto the patient's corresponding PCR.



### CREW CERTIFICATION

F - First Responder

B - EMT - Basic

A - Advanced EMT - A

P - EMT Paramedic

RN - Registered Nurse

MD - Medical Doctor

STU - Student

OTH - Other



Darken one oval corresponding to the current level of Idaho certification held by your crewmember. It is possible to have a crewmember that is certified at a higher level than your agency is licensed, but they are restricted to practice at the level of the licensure held by the agency.

If you have a fourth crewmember on a vehicle, leave out the driver or any crewmember that did not participate in patient care.

If you are using the KeyData PCR program and do not have 3 crew members, create and use a non-applicable drop down box in the Personnel Data Entry option under File. Complete the following:

Name - none

Level – not applicable

Agency – the name of the agency.

### OCCUPANT SEATING/NON SEATING

### Occupant Seating

**Crew Cert** 

Using the vehicle illustration on the form, mark where the patient was originally located in or on the vehicle. **Darken only one oval.** Remember, one patient per PCR.

### Example:



Your patient was located in the 3<sup>rd</sup> row of an SUV

For motorcyclists, the first oval indicates the handlebars, the second oval indicates the driver's position, and the third oval indicates the passenger's position.

### Example:



### Your patient was the driver of the motorcycle.

### Non-Occupant Seating

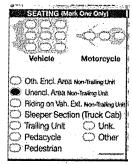
If the patient was located somewhere other than inside the vehicle, darken the appropriate oval under "Non-Occupant Seating". If the patient location was unknown, or the patient could not remember where he/she was located, mark Unknown.

### Example:



Your patient was riding on the hood of the vehicle prior to injury.

### Example:



Use Psnger. – Unenclosed Non-Trailing Unit for snowbmobile and ATV accidents.